

From: Customer Service reservations@govipworldwide.com
Subject: Re: Transaction Reciept
Date: Mar 2, 2019 at 17:49:56
To: Eric Garcia-Tunon [REDACTED]

RE: Your inquiry Mar 2, 2019, at 5:57 PM.

We are happy to provide you the following consultation service regarding your transaction pertaining to the transportation we arranged on your behalf.

The vehicle was parked on the side of the building you requested to be picked up at for your requested pickup time. At your pickup time you asked the driver to pull around via phone call and come to valet which he did and arrived 2 minutes later. Secondly the billing runs from the time the vehicle leaves the building until the time it gets back. It took 20 minutes to drive to you, once it got on location at your pickup time you did not depart the vehicle until 1 hour and 8 minutes later, once everyone was out of the vehicle which took 2 minutes the vehicle drove back to the building which took another 20 minutes. This totals 1 hour and 50 minutes. We are unable to not bill you for 50 minutes of time (almost a complete hour). The times again are below:

Warehouse dispatch: 12:10 PM / Miami FL

Requested pickup time: 12:30 PM/ Miami FL

On location for pickup: 12:30 PM / Miami FL

Drop off: 1:38 PM / Miami FL

Clear to go back to warehouse: 1:40 PM / Miami FL

Warehouse arrival: 2:00 PM / Miami FL

Time out/in from warehouse: 1 HR 50 MIN

The contract is attached and we have highlighted areas pertaining to your inquiry as part of our review and consultation services.

After researching your inquiry, reviewing and providing the above consultation service to you we have billed the following admin charges:

(1) Admin services rendered:

\$ 575.00 [REDACTED] EX08/21

This appears billed under the merchant name:

"Worldwide Services"

Per the contract it states:

"If the purchaser inquiries about any charge applied by the company to their credit / debit card,

purchaser authorizes a charge of \$575 per transaction to be charged to their credit / credit card to cover administration costs applied to or bared by the company. Should this inquiry occur, the purchaser understands the \$575 fee per transaction will only be refunded to the purchaser if ordered to do so by a mutually agreeable third-party arbitrator that is selected and agreeable by both the purchaser and the company."

We have closed your inquiry.